

Stay in Touch with FEMA After You Apply for Assistance

Release Date: 10? 24, 2024

Des Moines, Iowa – Iowans who registered with FEMA for disaster assistance after the severe storms, tornadoes and flooding on **June 16 through July 23, 2024** are encouraged to stay in touch with FEMA to resolve issues, provide updates on their applications or submit new information.

If you change your address, phone number or banking information, notify FEMA. Missing or erroneous information could result in delays in receiving assistance.

Reasons to contact FEMA:

- Update your insurance information.
- Receive information on the home inspection process.
- Find out if FEMA needs more information about your claim.
- Update FEMA on your housing situation.
- Learn how to appeal an ineligibility determination.
- Get answers to other questions about an application.

Ways to Update Your Information with FEMA

- Update your information or provide missing information online at DisasterAssistance.gov. You can also download the [FEMA Mobile App](#) to your phone and keep track of information there.
- Visit any State of Iowa Long-term Recovery Center:



FEMA

<u>Pottawattamie County*</u>	<u>Clay County</u>	<u>Sioux County</u>
<p>Pottawattamie County Emergency Operations Center</p> <p>205 S. Main St.</p> <p>Council Bluffs, IA 51503</p> <p>9 a.m. – 5 p.m. Monday – Friday</p> <p>Closed Saturday and Sundays</p> <p>*In-person FEMA assistance by appointment only.</p> <p>To schedule an appointment, contact a Disaster Case Advocate</p>	<p>Spencer City Hall</p> <p>101 W. Fifth St.</p> <p>Spencer, IA 51301</p> <p>9 a.m. – 5 p.m. Monday – Friday</p> <p>Closed Saturday and Sundays</p>	<p>Rock Valley Shelter House</p> <p>1013 13th Ave.</p> <p>Rock Valley, IA 51247</p> <p>9 a.m. – 5 p.m. Monday – Friday</p> <p>Closed Saturday and Sundays</p>

- Call the FEMA Helpline at **800-621-3362** between 6 a.m. and 11 p.m. Help is available in most languages. If you use a relay service, such as video relay (VRS), captioned telephone or other service, give FEMA your number for that service.

Disaster recovery assistance is available without regard to race, color, religion, nationality, sex, age, disability, English proficiency, or economic status. If you or someone you know has been discriminated against, call FEMA toll-free at 833-285-7448. For Spanish, press 2. If you use a relay service, such as video relay service (VRS), captioned telephone service or others, give FEMA the number for that service.

